



January 2016

Dealer Service Instructions for:

Customer Satisfaction Notification R65 Reprogram Radio Control Head

Effective immediately all repairs on involved vehicles are to be performed according to this campaign. Service Bulletin 08-033-15 REV. B is no longer applicable for vehicles involved in this campaign. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this campaign.

Models

2014-2015 (JC) Dodge Journey

*NOTE: This campaign applies only to the above vehicles equipped with Radio 8.4 NAV (sales code **RB4, RB5, RB6**) built from February 16, 2013 through July 24, 2015 (MDH 021602 through 072415).*

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The radio navigation system on about 30,300 of the above vehicles may experience a condition which permanently renders the navigation features not functional as a result of memory corruption.

Repair

The radio navigation will be checked for functionality. If functional, the radio and navigation software levels must be checked. If software is found to be outdated, the radio control head will need to be reprogrammed with the latest radio and/or navigation software. If the navigation was found to not be functional, the radio will need to be replaced. Order the replacement radio through the audio and electronic products exchange center. Then return the vehicle to the customer and inform the customer that a return visit will need to be scheduled for radio replacement once the replacement radio arrives.

Parts Information

No parts are required to perform this service procedure unless the radio navigation is locked and does not respond. If the radio must be replaced, use current electronic exchange center stock. Proceed to the **Parts** section within **DealerCONNECT**. Within the **ORDER PARTS** category, click on "**Exchange Order Entry**" to place the radio order. For additional information, refer to the "**Audio and Electronics Products Exchange Process Guide**" located within the **NEWS AND INFORMATION** category of the **Parts** section. The replacement radio will contain the latest software update and will not require reprogramming.

<u>Part Number</u>	<u>Description</u>
68283424AA	RB6 Radio 8.4 NAV (All Countries)
68283417AA	RB5 Radio 8.4 NAV (NAFTA only)
68283420AA	RB4 Radio 8.4 NAV (Europe only)
68283422AA	RB4 Radio 8.4 NAV (Russia only)
68283425AA	RB6 Radio 8.4 NAV (Mexico only)

Parts Return

If the radio is replaced, the defective radio must be returned to the exchange center.

Special Tools

The following special tools are required to perform this repair:

- NPN Laptop Computer
- NPN wiTECH Software
- NPN USB Flash Drive (4 gb or larger)
- C-4755 Trim Stick (or equivalent)

Service Procedure

A. Check Navigation Functionality

1. Start the vehicle, turn the radio on and allow the radio to power up.
2. Press the navigation screen icon and attempt to access the navigation main menu system (Figure 1).
3. If the radio is stuck on the “Loading Please Wait” screen, proceed to **Section E. Radio Replacement**. If the navigation screen main menu appears, continue with **Section B. Download Software Files**.



Figure 1 – System Loading Screen

Service Procedure (Continued)

B. Download Software Files

NOTE: If the radio and navigation software update USB flash drives were previously created, proceed to Section C. Update Radio Software.

1. To download the software files, follow the on screen instructions and perform the following:

- a. Go to DealerCONNECT.
- b. Select the “**Service**” tab.
- c. Select “**Uconnect Information & Utilities**” from the list.

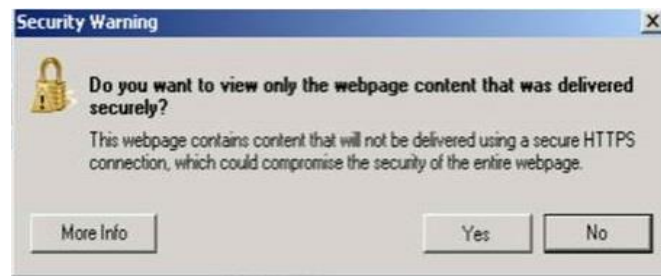


Figure 2 – System Loading Screen

- d. Select “**Uconnect Dealer Software Downloads**” and down load the radio software files to a local PC’s desktop.
- e. If a security message appears “**Do you want to view only the web page content that was delivered securely**” click “**No**” to continue (Figure 2).

NOTE: Two blank USB flash drives must be used to download the software, one for the radio control head and one for the Garmin navigation system. Only one software update can be used on one USB flash drive. One USB flash drive can be used to service multiple vehicles.

NOTE: If the software cannot be downloaded, verify for the proper security access.

2. To create a USB flash drive, follow the on screen instructions and perform the following:

- a. Acquire a blank USB flash drive with at least 4 gb of space.
- b. Extract the downloaded software file before copying it to the blank USB flash drive.
- c. Once the file is saved to the USB flash drive, label the USB flash drive with the corresponding model year and radio sales code.

Service Procedure (Continued)

C. Update Radio Software

WARNING: This procedure requires the engine to be running for up to 25 minutes. The vehicle must be located in an area with adequate ventilation. Failure to have adequate ventilation could cause a build-up of carbon monoxide and/or low oxygen levels. Do not attempt to perform this procedure in an enclosed garage or parking structure.

CAUTION: The software update procedure takes 25 minutes. You must allow 30 minutes to perform this software update.

CAUTION: Do not drive the vehicle while the radio software update is being performed.

CAUTION: Do not perform this radio software update while the vehicle is parked over combustible material (tall grass, brush, leaves, etc.). The exhaust pipe temperatures could cause a fire.

CAUTION: Be sure that there is at least $\frac{1}{4}$ tank of fuel before performing this software update.

CAUTION: Do not leave the vehicle unattended while performing this software update. An unattended running vehicle may result in vehicle theft. Also, a running unattended vehicle may violate state and/or local laws.

Service Procedure (Continued)

CAUTION: Do not install the USB Drive into any other FCA vehicles. Permanent radio damage to those vehicles may occur.

1. Install the correct USB flash drive containing the radio control head update into the USB port.
2. The screen will now display the current and new software levels. If the radio software level is at or above the new software level, do not update the radio software. Proceed directly to **Section D. Update Navigation Software.**

CAUTION: If the old radio software level is at or above the new software level, DO NOT perform the radio control head software update.

3. To start the update press the soft key “Yes” on the screen that displays the old and new radio software level.

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

NOTE: This update may take over 15 minutes to complete. Once the update has been started, no other actions are required to complete it.

4. When the update is completed, the screen will read “**Reflash Successful**” Touch the screen and the radio will reboot.
5. The screen will now show the current and new software levels. Verify if the new and current software levels are now the same, then press no on the screen.
6. Remove the USB flash drive from the USB port.

Service Procedure (Continued)

D. Update Navigation Software

1. From the navigation main menu screen, press the “**Settings**” icon (Figure 3).



Figure 3 – Settings Icon

2. Press the “**System**” Icon (Figure 4).



Figure 4 – System Icon

Service Procedure (Continued)

3. Press the “About” screen icon (Figure 5) then record the software version.
4. If the current software version is 6.22 or above, the Garmin Navigation system is already up to date. The campaign is now complete. Return the vehicle to the customer. If the software version is below 6.22, then perform the software update. Continue with Step 5.



Figure 5 – About Icon

5. Insert the correct USB flash drive containing the Garmin Navigation update into the USB port.
6. The radio screen will now display one of two pop up screens as shown in (Figure 6) and (Figure 7).



Figure 6 – Garmin Software Already Updated



Figure 7 – Garmin Software Requires Updating

Service Procedure (Continued)

7. Which screen does the radio currently display?
 - (Figure 6) >>> The radio has the latest Garmin software installed. Press OK and proceed to **Step #11**.
 - (Figure 7) >>> Press Yes to continue then proceed with the Garmin software update **Step #8**.
8. The first step in the update is “**system recover**”. There will be a pop up that indicates this step along with a progress bar. This step will take a few minutes.
9. This next screen will be displayed when the update is being loaded as shown in (Figure 8).

CAUTION: Do not interrupt the software update process once it has begun. It may cause permanent damage to the radio which will require replacement.

10. When the software has completed loading, the screen will change to the Garmin main screen as shown in (Figure 9).
11. Remove the USB flash drive and cycle the key. **The campaign is now complete. Do NOT perform Section E. Radio Replacement.**
12. Return the vehicle to the customer.



Figure 8 – Garmin Software Loading



Figure 9 – Update Complete

Service Procedure (Continued)

E. Radio Replacement

1. Disconnect the negative battery cable.

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

2. Using a trim stick, release and remove the instrument panel outlet vent trim located to the right of the center stack bezel (Figure 10).



Figure 10 – Right Side Outlet Vent Trim

3. Using a trim stick, release and remove the instrument panel trim located to the left of the center stack bezel (Figure 11).



Figure 11 – Instrument Panel Trim

Service Procedure (Continued)

4. Remove the two screws that secure the switch-bank to the instrument panel (Figure 12).

5. Using a trim stick, release the two lower retaining clips that secure the switch-bank lower edge to the instrument panel (Figure 13).

6. Remove the switch-bank from the instrument panel (Figure 14) only far enough to access the electrical connector on the back side of the switch-bank (Figure 15).



Figure 12 – Switch-Bank Screws



Figure 13 – Switch-Bank Retainers



Figure 14 – Switch-Bank Removal

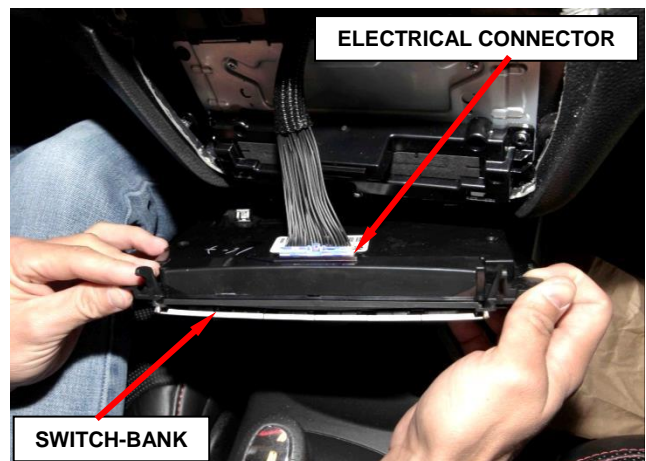


Figure 15 – Switch-Bank Connector

Service Procedure (Continued)

NOTE: If the electrical connector locking clip release tab is broken, use a small flat blade screwdriver or pick tool to release the locking clip. Do not replace the harness with a broken release tab, the harness will still function as designed and the connector will provide an audible click when installed.

CAUTION: Do NOT pull the electrical connector out by the wires. Failure to follow these instructions will damage or break the electrical connector locking clip and/or damage the wires.

7. Disconnect the electrical connector from the back side of the switch-bank (Figure 16) by performing the following:

- a. Push in on the electrical connector.
- b. Gently push down on the electrical connector locking clip release tab.
- c. Using a trim stick or equivalent, gently lift on one side of the electrical connector to release it from the switch-bank. Never pull on the wires.

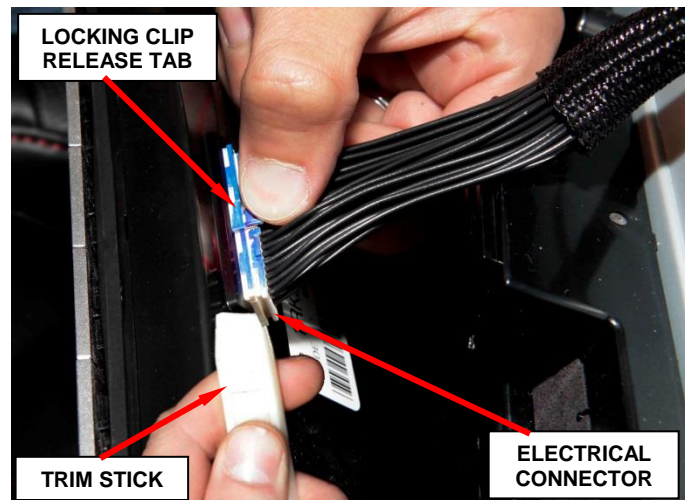


Figure 16 – Electrical Connector

8. Remove the switch-bank from the instrument panel once the electrical connector has been released (Figure 17).

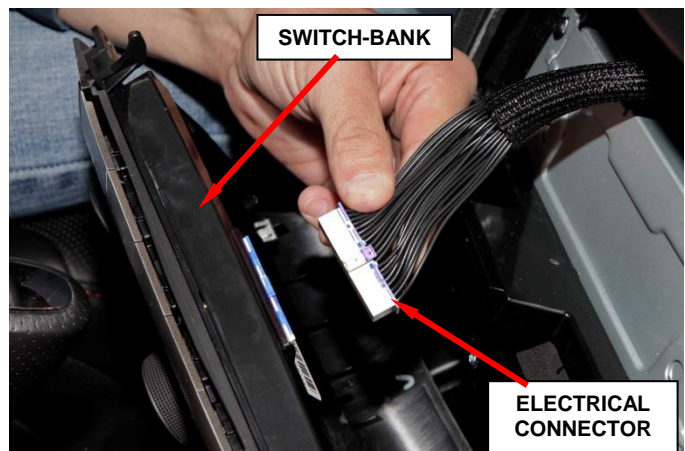


Figure 17 – Electrical Connector

Service Procedure (Continued)

9. Remove the four screws from the Telematics Gateway Module (TGW) (Figure 18).

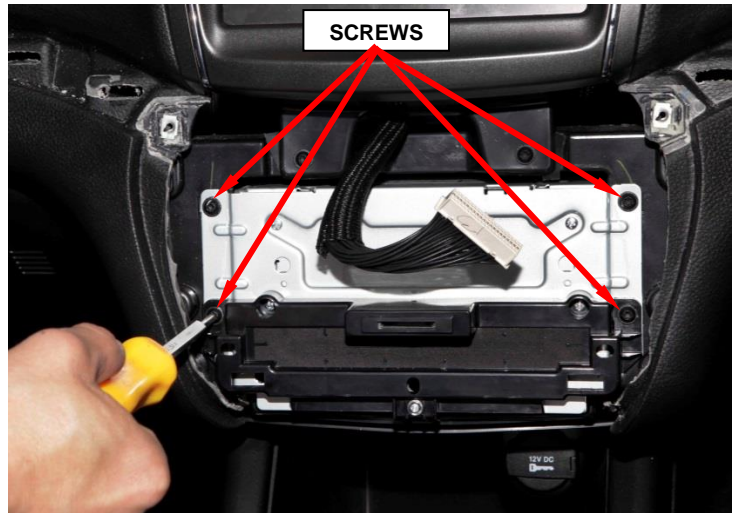


Figure 18 – TGW Screws

10. Pull the TGW out from the instrument panel far enough to access the electrical connectors on the back side of the TGW (Figure 19).

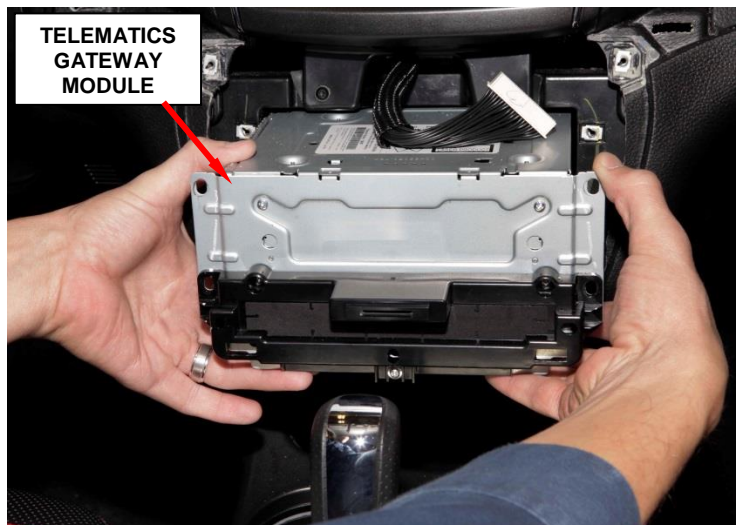


Figure 19 – TGW Removal

Service Procedure (Continued)

CAUTION: Never pull on the antenna cable to remove it from the radio. Damage to the antenna cable or radio could occur. Release the antenna cable from the radio by pulling on the cable connector only.

11. Disconnect the antennas, Hands Free Module (HFM), UCI cable, video cable, and wiring connectors, from the TGW (Figure 20).
12. Remove the TGW from the instrument panel and obtain the replacement TGW.
13. To the back side of the replacement TGW, connect the antennas, Hands Free Module (HFM), UCI cable, video cable, and wiring connectors (Figure 20).

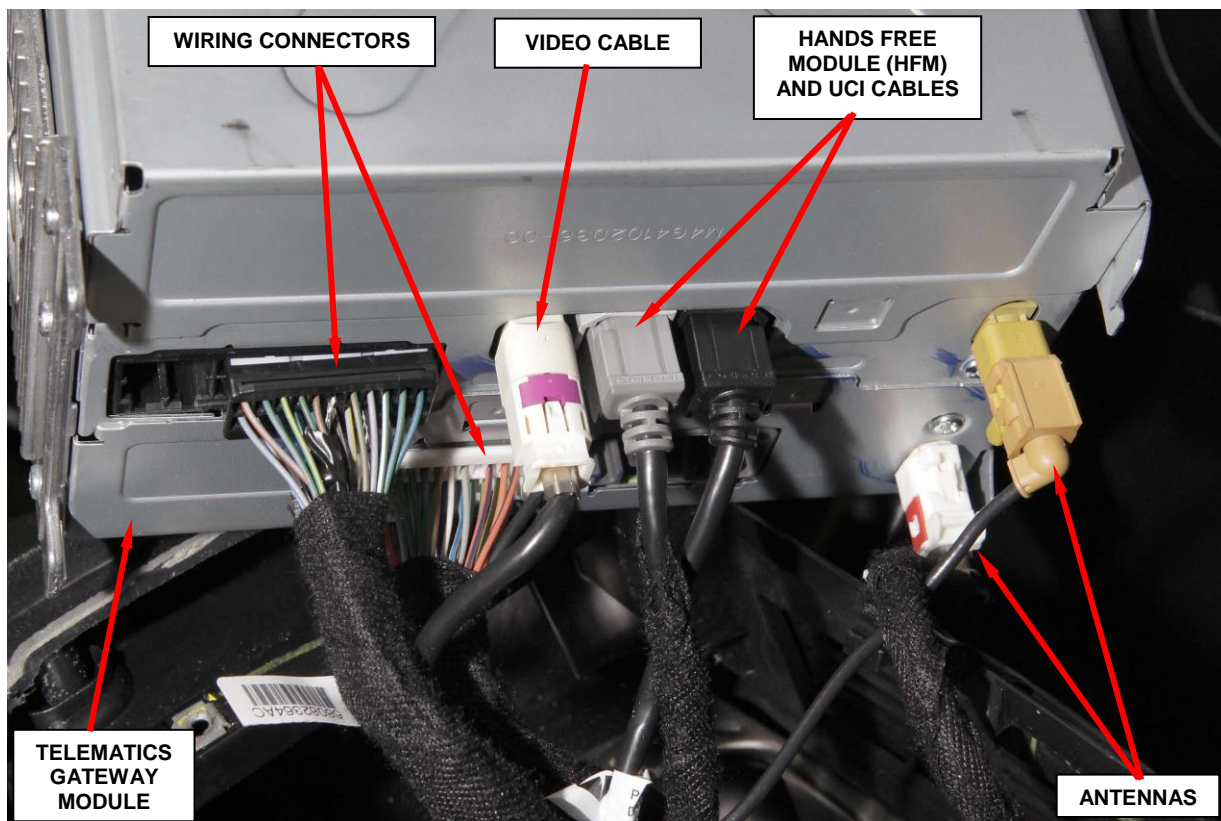


Figure 20 – TGW Electrical Connectors

Service Procedure (Continued)

14. Install the TGW to the instrument panel.



Figure 19 – TGW Installation

15. Install the four screws to the TGW and tighten securely.

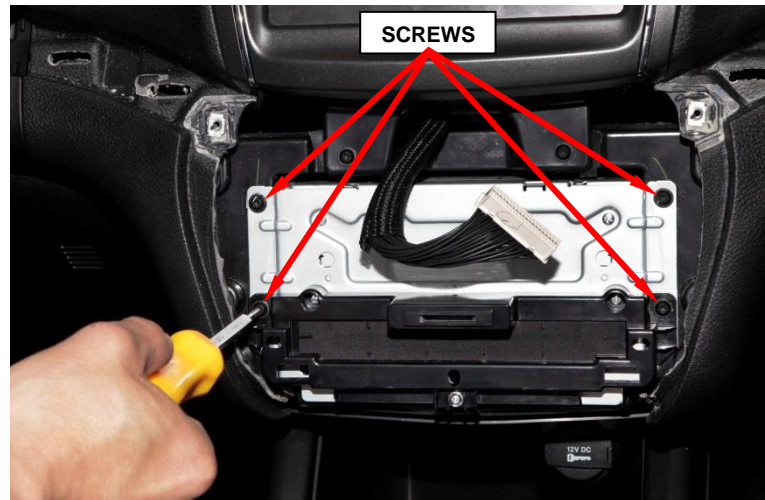


Figure 19 – TGW Installation

Service Procedure (Continued)

16. Connect the electrical connector to the back side of the switch-bank.

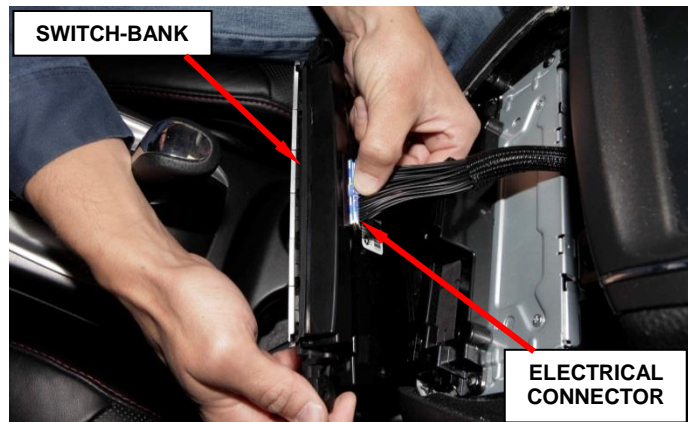


Figure 17 – Electrical Connector

17. Install the switch-bank to the instrument panel while engaging the two lower clips securing the switch-bank to the instrument panel.



Figure 17 – Electrical Connector

18. Install the two screws that secure the switch-bank to the instrument panel and tighten the screws securely.



Figure 17 – Electrical Connector

Service Procedure (Continued)

19. Install the instrument panel trim located to the left of the center stack bezel.



Figure 17 – Electrical Connector

20. Install the instrument panel outlet vent trim located to the right of the center stack bezel.



Figure 17 – Electrical Connector

21. Connect the negative battery cable.
22. Inspect the radio and the navigation for proper operation before returning the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record campaign service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect radio and navigation software level	18-R6-51-81	0.2 hours
Inspect software levels and update either radio or navigation software	18-R6-51-82	0.2 hours
Inspect software levels and update both radio and navigation software	18-R6-51-83	0.4 hours
Inspect and replace radio	18-R6-51-84	0.3 hours

Related Operations

Create USB Flash Drive from CD or UCONNECT Website (One Time Only)	18-R6-51-50	0.2 hours
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NOTE: The Related Operation LOP may only be used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP, one time for each of the radios listed.

Add the cost of the campaign parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete campaign claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is an FCA Mobile Service approved repair.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each campaign displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC



CUSTOMER SATISFACTION NOTIFICATION

R65

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2014 through 2015 model year Dodge Journey vehicles equipped with an 8.4 inch screen navigation radio.**

The problem is... **The navigation system on your vehicle may experience a condition which permanently renders the navigation features not functional as a result of memory corruption.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will check the radio navigation functionality. If the navigation is found to be functional, the radio and navigation software level will be checked for the latest version. If the software is found to not be up to date, the radio control head will be reprogrammed with updated radio and/or navigation software. If the navigation is not functional, the radio may require replacement. If a replacement radio needs to be ordered, the dealer will need to schedule a return visit once the replacement radio arrives. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you should do... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the campaign repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC